



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



May 6, 2021

NEF-109 tgd
Ref. No. 11407658

[REDACTED]
Fairfax, VT [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 Kia Optima vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 20V-750. The recall addresses engine compartment fires while driving.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle. We encourage you to contact Kia and continue to work with the dealer if you require further assistance with the recall. You may consider contacting your local Consumer Protection Agency or the Vermont Attorney General's Office regarding your rights under the State laws for issues unrelated to a safety recall. You may also ask your dealership for a meeting with a Kia district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement